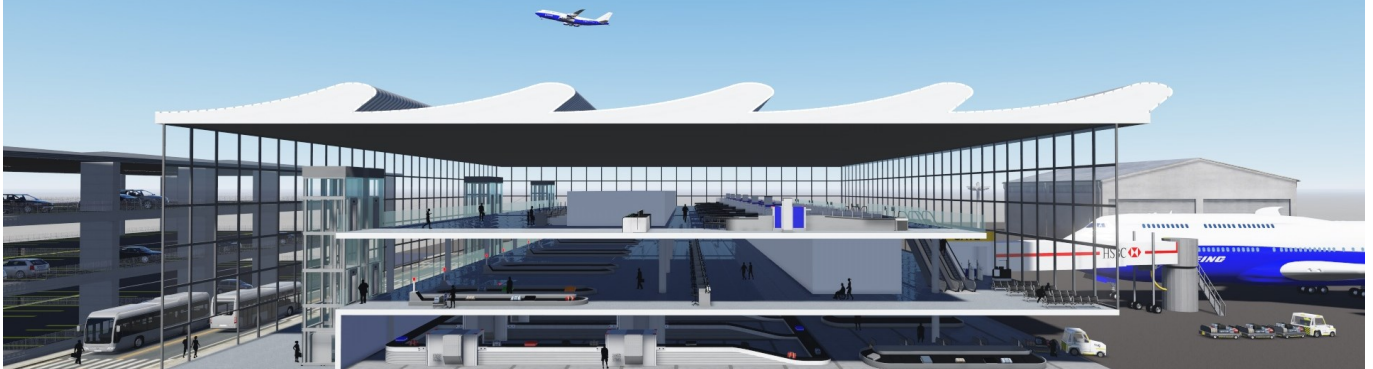


maximising existing capacity



**Do you feel that you are currently operating close to capacity?
Are you concerned about how you will manage until new capacity
is in place? How will your performance be affected?**

o&i consulting helps airports, airlines and ground handlers to process more demand through their existing capacity and improve service delivery. Whether to accommodate a short term peak in demand during a major sporting event, to

consistently achieve service standards during a period of long term growth, to extend the life of existing capacity, or to defer capex, our team develops appropriate strategies and achievable solutions to meet your operational needs.



Our practical approach to operations improvement combines our core industrial engineering and operational research skills with expert knowledge of international best practice and technology trends. Looking at individual areas of airport ground operations and end-to-end departure and arrival processes, we measure, observe, and analyse live operations

and historical performance to determine where there are opportunities to optimise use of available capacity. When designing operations and preparing to trial and implement change, o&i consulting works with all stakeholders to ensure we achieve an effective solution that is accepted by all parties.

our offering: operations improvement

- scheduling
- demand forecasting
- facility and resource planning
- process design and optimisation
- passenger and baggage flow
- layout design
- equipment requirements
- communications
- training
- performance measuring / monitoring
- operations management and front-line supervision

operations improvement: project experience

Melbourne Airport: check-in capacity improvement

o&i consulting developed and demonstrated solutions to increase peak check-in capacity for Melbourne Airport. This included developing a check-in counter allocation methodology, designed to achieve target service levels for queue durations while making optimal use of available check-in counter capacity.

easyJet: turnround performance improvement

Our team analysed the airline's turnround operation to identify opportunities and make recommendations to improve processes and more consistently achieve shorter turnround times.

Sydney Airport: baggage capacity planning and modelling

o&i consulting led a baggage handling system demand and capacity study at the international terminal to ensure future planned BHS developments are appropriate in terms of both scale and timing. A key element of this project was the development of a capacity modelling tool to assess BHS constraints and pinch-points and enable Sydney Airport to conduct future capacity assessment.

Pulkovo Airport: terminal capacity improvement

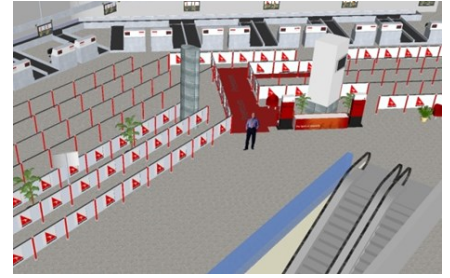
The client received a set of solutions that ensured capacity at the existing terminals was maximised at appropriate levels of service and adhered to security requirements. Solutions included improving operational layouts, the planning and allocation of facilities, and process flows.

London City Airport: arrivals logistics

Based on a detailed study and analysis of live arrivals operations, we identified constraints and recommended operations improvement strategies, appropriate to LCY's operations, to enable the airport to achieve its desired service proposition.

Heathrow Airport: operations preparations for the Olympics

Our team provided leadership and expert operations planning, design, and improvement to Heathrow Airport in its preparations for the 2012 Olympic Games and Paralympic Games.



about o&i consulting

o&i consulting is a niche operations consultancy, specialising in the aviation, logistics, and service sectors. We typically work with operators to design new processes and improve existing ones, provide detailed layout design, and perform detailed operations planning.

Using our skills in industrial engineering and operational research, we help clients to operate efficiently, reduce cost, implement change, and improve service levels.

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